

LISTING OF CLAIMS

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1. **(Original)** A method of maintaining real-time data for multi-channel communication queuing, comprising:
forming a list of agent data, wherein the agent data includes information related to types of communication media an agent can access.
2. **(Original)** The method of claim 1, wherein the agent data further includes information related to the agent's skills.
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3. **(Original)** The method of claim 1, further comprising:
maintaining a list of media routes.
4. **(Previously presented)** The method of claim 3, further comprising:
compiling statistics for the media routes including at least one of: waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agents, number of work items, and number of work items delivered to an agent.
5. **(Previously presented)** The method of claim 1, further comprising:
compiling statistics for a communication channel of a specified media type including at least one of: start time, end time, average wait time, average time spent handling a work item, number of abandon requests, longest waiting time, percentage of available agents, number of work items, number of work items delivered to an agent, and number of unassigned work items

6. **(Previously presented)** The method of claim 1, further comprising:
compiling statistics for the agent including at least one of: start time, end time,
availability percent, busy percent, aux_work percent, and number of work
items served.
7. **(Previously presented)** The method of claim 1, further comprising:
compiling a journal for a work item including at least one of: the route for the
work item, escalation history of the work item, start time, end time, and
journal state history.
8. **(Original)** The method of claim 3, further comprising:
assigning a priority value to the media routes.
9. **(Original)** The method of claim 3, further comprising:
setting a maximum number of queued items for the media routes.
10. **(Original)** The method of claim 3, further comprising:
setting a time for escalating a work item.
11. **(Original)** A computer readable storage media comprising:
computer instructions to implement the method of claim 1.
12. **(Original)** A signal in a carrier medium comprising:
computer instructions to implement the method of claim 1.
13. **(Original)** An apparatus for maintaining real-time data for multi-channel
communication queuing, comprising:
means for forming a list of agent data, wherein the agent data includes
information related to types of communication media an agent can access.
14. **(Original)** The apparatus of claim 13, wherein the agent data further
includes information related to the agent's skills.

15. **(Original)** The apparatus of claim 13, further comprising:
means for maintaining a list of media routes.
16. **(Previously presented)** The apparatus of claim 15, further comprising:
means for compiling statistics for the media routes including at least one of:
waiting time during a period, handling time during a period, number of
abandon requests, longest waiting time, percentage of available agents,
number of work items, and number of work items delivered to an agent.
17. **(Previously presented)** The apparatus of claim 13, further comprising:
means for compiling statistics for a communication channel of a specified media
type including at least one of: start time, end time, average wait time,
average time spent handling a work item, number of abandon requests,
longest waiting time, percentage of available agents, number of work
items, number of work items delivered to an agent, and number of
unassigned work items.
18. **(Previously presented)** The apparatus of claim 13, further comprising:
means for compiling statistics for the agent including at least one of: start time,
end time, availability percent, busy percent, aux_work percent, number of
work items served.
19. **(Previously presented)** The apparatus of claim 13, further comprising:
means for compiling a journal for a work item including at least one of: the route
for the work item, escalation history of the work item, start time, end
time, and journal state history.
20. **(Original)** The apparatus of claim 15, further comprising:
means for assigning a priority value to the media routes.
21. **(Original)** The apparatus of claim 15, further comprising:
means for setting a maximum number of queued items for the media routes.

22. **(Original)** The apparatus of claim 15, further comprising:
means for setting a time for escalating a work item.

23. **(Original)** A database structure for a multi-channel communication queuing system, comprising:
a list of agent data, wherein the agent data includes information related to types of communication media an agent can access.

24. **(Original)** The database structure of claim 23, wherein the agent data further includes information related to the agent's skills.

25. **(Original)** The database structure of claim 23, further comprising:
a list of media routes.

26. **(Previously presented)** The database structure of claim 25, further comprising:
a statistics table for the media routes including at least one of: waiting time during a period, handling time during a period, number of abandon requests, longest waiting time, percentage of available agents, number of work items, and number of work items delivered to an agent.

27. **(Previously presented)** The database structure of claim 23, further comprising:
a statistics table for a communication channel of a specified media type including at least one of: start time, end time, average wait time, average time spent handling a work item, number of abandon requests, longest waiting time, percentage of available agents, number of work items, number of work items delivered to an agent, and number of unassigned work items

28. **(Previously presented)** The database structure of claim 23, further comprising:

a statistics table for the agent including at least one of: start time, end time, availability percent, busy percent, aux_work percent, and number of work items served.

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29. **(Previously presented)** The database structure of claim 23, further comprising:

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a journal table for a work item including at least one of: the route for the work item, escalation history of the work item, start time, end time, and journal state history.

30. **(Original)** The database structure of claim 25, further comprising: priority values for the media routes.

31. **(Original)** The database structure of claim 25, further comprising: a maximum number of queued items for the media routes.

32. **(Original)** The database structure of claim 25, further comprising: a time for escalating a work item.